

CORPORATE TRAINING TOPICS



Business and Soft Skills:

1. Customer Service

Customer Service: Providing Extraordinary Service
Customer Service: Maintaining a Positive Attitude
Dealing with Difficult People
Effectively using Order Taking or Work Order Systems
Excellent Telephone Customer Services

2. Efficiency and Productivity

Business Process Mapping
Data Collection and Research
Developing Effective Policies and Procedures
Lean Philosophy and Implementation
Process Improvement Methods
Six Sigma
Time and Productivity Management

3. Entrepreneurial and Sales Topics

Accounting I and II
Bookkeeping and I and II
Entrepreneur's Survival Kit for a Bad Economy
Financial Management for Entrepreneurs
How to Market your Business Using Social Networking
Personal Branding for Entrepreneurs
Secrets of Successful Sales Professionals
Web 2.0 Marketing – What Every Entrepreneur Should Know
Writing your Business and Marketing Plan

4. Project Management

Introduction to Project Management
Critical Path Scheduling
Project Estimating and Budgeting Budget
Project Leadership
Managing Scope, Schedule and Budget
Managing Project Risk
Measuring Project Performance and Earned Value
PMP Exam Preparation
Managing Consultants
Administering Consultant Contracts
Managing Construction Contracts
Managing Construction Contractors

5. Facilitation

Effective Meeting Management
Facilitating Transference: How to Make Sure your Training Provides ROI
Group Dynamics

Making Effective Presentations
Train the Trainer

6. Human Resources Development and Management

Correct Hiring Practices
Conducting Lawful Human Resource Investigations
Preventing Workplace Discrimination
Effective Policy and Procedure Writing
Navigating Union Negotiations from Start to Finish
Reasonable Accommodation
Navigating the FMLA
PHR/SPHR Certification Exam Prep
Understanding Just Cause
Giving and Receiving Performance Feedback

7. Interpersonal Communication and Teambuilding

Assertive Communication
Building Effective Teams
Communication Styles and Skills: Myers-Briggs Type Indicator
Communication Styles and Skills: DISC
Conflict Resolution
Crucial Conversations
Interpersonal Communication Skills
Teambuilding (in classroom, or low/high ropes course)

8. Management and Leadership Development

Managing Constant Change
Coaching for Performance
How to Conduct a Successful Performance Review
Leading Highly Effective Teams
Leading and Managing for Performance and Accountability
Managing a Multi-Generational Workforce
Managing Difficult Employees
Sexual Harassment Awareness and Prevention
Supervisory Academy I (for new managers)
Supervisory Academy II
One Minute Manager
Understanding Budget Planning and the Budget Process
Business Writing Skills for Managers
Ethics in State Government

9. Personal Skill Development

Critical Thinking
Diversity/Cultural Competency
Building Confidence, Competence and Credibility
Is Supervision for me?
Managing Job Stress
Mediation Skill Development
Negotiation
Success Habits
Project Management Essentials (CAPM or PMP Prep)
Problem Solving and Decision Making
Listening and Memory

10. Risk Management and Safety

Diversity and Harassment Prevention

Healthcare Provider Basic Life Support (includes First Aide and CPR)
HIV Training
Proper Lifting Techniques
Workplace Violence Prevention
Sexual Harassment Prevention
Workplace Health and Safety

11. Written Communication

Editing Skills Review
Grammar Review
Proofreading Skills Review
Punctuation Review
Written Business Communications
How to Write Meeting Agendas and Minutes

Technical Skills Training:

1. Information Technology, Graphic Design and Software Applications

Adobe Illustrator
Adobe InDesign
Adobe Photoshop
Adobe GoLive
AutoCad
BICSI Certification
CompTIA A+ Certification
Digital Photography
Dreamweaver
Keyboarding
MCSE Certification
MS Access
MS Excel
MS Front Page
MS Outlook
MS PowerPoint
MS Publisher
MS Project
MS Word
Quicken
Quick Books
Rivet
Windows 2003 Server Environment

2. Construction, Warehouse, Facilities Maintenance and Security

Aerospace Composite
Automotive Electric
Basic Electricity I and II
Materials and Methods – Construction Best Practices
Cabinetry and Countertops
Concrete
Confined Space Entry
Custom Tile Making
Drywall
Electrical
Exterior Painting
Fans/Blowers

Flagger Certification
Forklift Operation Certification and Re-certification
Framing
Hardwood Floor Installation
How to be a General Contractor
Hazmat
HAZWOPER
HVAC (with or without Boiler Certificate)
Interior Painting
Interior Trim/Moulding
Inventory Control/Management
Landscape Maintenance Basic
Landscape Maintenance II
Lock out, Tag out
Locksmithing
Materials Management
Mower Operations and Safety
OSHA 10 Certificate
OSHA 30 Certificate
Plumbing
Residential Electricity
Roofing
Security Guard
Showers and Tubs
Siding
Tile Setting
TMOST Operation and Safety
Tool and Equipment Utilization and Maintenance
Welding – Basic, MIG and TIG
Weatherization Technician
Window and Door Installation